



Recommendation for Action

File #: 21-2574, **Agenda Item #:** 38.

8/26/2021

Posting Language

Authorize negotiation and execution of a contract with MediaMosaic, Inc. d/b/a The Mosaic Company, for the design and development of an operator training program, for a term of two years in an amount not to exceed \$1,900,000.

(Note: This solicitation was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9C Minority Owned and Women Owned Business Enterprise Procurement Program. For the services required for this solicitation, there were no subcontracting opportunities; therefore, no subcontracting goals were established).

Lead Department

Purchasing Office.

Client Department(s)

Austin Energy.

Fiscal Note

Funding in the amount of \$79,200 is available in the Fiscal Year 2020-2021 Operating Budget of Austin Energy. Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

The Purchasing Office issued a Request for Proposals (RFP) 1100 MLR3000 for these services. The solicitation was issued on April 12, 2021 and it closed on May 4, 2021. The recommended contractor submitted the sole responsive offer. A complete solicitation package, including a log of offer received, is available for viewing on the City's Financial Services website, Austin Finance Online. Link: [Solicitation Documents <https://www.austintexas.gov/financeonline/account_services/solicitation/solicitation_details.cfm?sid=135206>](https://www.austintexas.gov/financeonline/account_services/solicitation/solicitation_details.cfm?sid=135206).

For More Information:

Inquiries should be directed to the City Manager's Agenda Office, at 512-974-2991 or [AgendaOffice@austintexas.gov <mailto:AgendaOffice@austintexas.gov>](mailto:AgendaOffice@austintexas.gov)

NOTE: Respondents to this solicitation, and their representatives, shall continue to direct inquiries to the solicitation's Authorized Contact Person: Michelle Rocha, at 512-974-2261 or [Michelle.Rocha@austintexas.gov <mailto:Michelle.Rocha@austintexas.gov>](mailto:Michelle.Rocha@austintexas.gov).

Council Committee, Boards and Commission Action:

July 15, 2021 - Recommended by the Electric Utility Commission on a 6-0 vote with Commissioner Trostle off the dais, Commissioners Hadden, Stone, and Wray absent, and one vacancy.

Additional Backup Information:

The contract will provide services to design and develop an operator training program and course material for the Austin Energy System Operations Team. One of the biggest program-based initiatives Austin Energy has identified is the introduction of a standardized and sustainable method for developing and delivering workforce training support to both current and future team members. This engagement will serve two primary functions by establishing a training road map for current employees to follow and delivering a role-based, standardized training curriculum for newly hired operations employees.

The requested services will directly support the continued user adoption of the upgraded industrial control systems deployed in 2020 and successful change management, allowing Austin Energy to continue enhancing customer service and efficiency improvements in the operation of the transmission and distribution systems. Without these professional services, Austin Energy will risk inadequate employee development, unrealized user adoption and unclaimed operational efficiencies which may impact its ability to respond to customer outages throughout its service area. This work is very specialized, and there are limited contractors able to provide these services.

An evaluation team with expertise in this area evaluated the offers and scored MediaMosaic, Inc. d/b/a The Mosaic Company as qualified to provide these services based on methodology, demonstrated experience and personnel qualifications, price proposal, local preference, and service-disabled veteran business enterprise.

Strategic Outcome(s):

Government that Works for All.